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D. Second Subdivision U.S. ARMY STIMULATION, TRAINING							e. Fifth Subdivision									
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PERS MGMT SPEC							are available in the personnel office. The classification of the position may be review and corrected by the agency or the U.S. Office of Personnel Management. Intremation on classification/job grading appeals, and complaints on exemption fro FLSA, is available from the personnel office or the U.S. Office of Personnel Management.									
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# Quality Assurance Specialist

GS - 1910 -12

#### Major Duties:

Performs Quality Assurance activities as one of the Armor/ Aviation Section Product Quality Managers concerned with a broad spectrum of complex electronic, electromechanical, and computer based training devices developed and produced by PM TRADE. Major tasks related to this activity include:

- Recommending or specifying appropriate levels of quality control for inclusion in contracts;
- Preparing or reviewing quality assurance provisions of product specifications;
- Assessing the contractor's design and development activities to ensure adequate consideration of producibility, inspectability, testability, and long-term user satisfaction;
- Participating in fact-finding and negotiation of contracts and contract changes to ensure reasonable and proper levels of contractor quality effort are established and that contractual agreements are consistent with the desired product quality level;
- Defining critical system elements and product quality characteristics and adequate control's over materials, sources, and manufacturing;
- Designs, organizes and carries out large scale quality projects or special studies related to overall program administration or quality compliance issues.

# Factor 1. Knowledge Required by the Position

- Comprehensive and thorough knowledge of the full range of principles, concepts and methodologies related to MIL-I-45208 and MIL-Q-9858 quality programs and considerable skill in applying this knowledge to the planning and accomplishment of a variety of difficult and complex training devices.
- Broad knowledge of training device technology such as lasers, pyrotechnics, noise and simulation techniques including pertinent quality characteristics, manufacturing methods and techniques, and skill in developing plans and approaches calculated to insure effective control of product quality.

- Broad knowledge of the practices, policies and procedures of related functional and admininstrative activities such as contract administration, engineering, production, procurement, and supply and skill effecting appropriate interface/coordination of quality assurance plans and programs with these activities.
- Thorough and detailed knowledge of and skill in applying various methods and techniques for investigating, analyzing and effecting corrective action on complex quality problems.

## Factor 2. Supervisory Controls

- The supervisor provides only administrative guidance in making work assignments such as identifying broad areas of management concern, e.g., the optimum balance between product quality and the cost of achieving the necessary control of quality. Assignments are discussed in terms of broadly defined missions, giving the employee wide latitude for identifying specific problems to be investigated, projects to be initiated, and goals to be met.
- The specialist independently designs, organizes, and carries out large scale projects or special studies related to overall program administration, or quality compliance issues in a technical program area, frequently as the Section's technical expert. The specialist independently monitors and evaluates the effectiveness of the Section's programs and develops new procedures or recommendations for policy change to augment program effectiveness.
- Results of the work are considered technically correct and are normally accepted without significant change. When review, work products (such as proposals for major policy or program changes) are evaluated in terms of Section mission and goals and fulfillment of program objectives.

## Factor 3. Guidelines

Program planning guidelines consist of general agency and command level directives concerning overall scope and objectives of quality assurance activities involved in the development and acquisition of training device equipment. The guides cover major functional areas such as quality planning and conformance for major Army operational equipment but are of limited use in developing detailed training device program plans. Because of the wide variations in training device program requirements, the specialist employs ingenuity and originality in developing

new and improved techniques for obtaining effective results and overcoming unusual problems where guides and precedents are lacking.

#### Factor 4. Complexity

- The specialist plans, develops, and implements a quality assurance program designed to ensure compliance with all contract requirements for numerous complex training device products. The terms of the contracts require the contractor to ensure compliance with all contract requirements for numerous complex training device products. The terms of the contracts require the contractor to develop and use a written quality control program reflecting a large number of processing steps and verification points to assure acceptability of the product. Plans and develops the Government quality assurance program, providing for scheduled evaluations and inspections of the contractor's quality program and products starting with the preproduction phase into subsequent production and delivery.
- Decisions concerning what needs to be done are complicated by such factors as: changing technical requirements, device geographical locations of receiving commands, changes in contractor procedures or manufacturing techniques, failure of contractor's quality controls, turnover in contractor personnel, nonconforming material and incomplete quality data.
- The work requires making many decisions concerning such things as: reviewing and interpreting voluminous technical specifications and drawings, planning and selecting appropriate control or surveillance techniques, determining adequacy of the contractor's quality program program adjusting verification and surveillance of contractor operations based on quality data, and determining the extent of corrective action to be requested of the contractor.

#### Factor 5. Scope and Effect

The specialist serves in the Office of the Project Manager for Training Devices which has responsibility for the acquisition of complex Army training systems. The purpose of the position is to develop and implement quality assurance program plans for the life cycle of the assigned systems. The work involves such activities as: developing plans for time-phase quality assurance life cycle functions; developing contractual material depicting quality requirements for development, production, service, and supply contracts; conducting or participating in capability surveys and product reviews; assisting and advising other elements in the implementation of quality requirements; and monitoring program actions through the production and use cycles.

The program plans developed by the specialist affect command activities beyond the acquisition stage, such as maintenance and supply support functions. Typically these activities are carried out by a number of organizations at various locations throughout the United States and overseas.

## Factor 6. Personal Contacts

The specialist represents PM TRADE at command level meetings which typically involve the participation of high level management officials from other agencies, departments and contractors. Such meetings vary both in terms of the participants/agencies involved and their frequency. Generally the meetings occur on as-required basis to effect coordination of quality efforts, establish working relationships across agency lines, or reconcile operational differences.

## Factor 7. Purpose of Contacts

- The purpose of the contacts is to negotiate or settle significant issues or problems which require escalation because established channels and procedures have failed to resolve the problem. The issue or problem may concern significant quality deficiencies impacting major equipment acquisition programs (i.e., the deficiencies affect the timely delivery of acceptable equipment), or persistent noncompliance on the part of a contractor where formal efforts to effect corrective action have been unsuccessful. The contracts may also concern problems of a similar scope which require negotiation with management representatives of foreign governments or international organizations.
- The quality assurance specialist assumes the lead in investigating the problems, such as leading a special study project or interagency working group, to achieve a common understanding of the causes and in effecting a compromise or developing acceptable alternatives.

#### Factor 8. Physical Demands

 The work is primarily sedentary. Employee may occasionally visit manufacturing, test or other areas where considerable walking, standing, or bending is involved. Quality Assurance Specialist, GS-1910-12, Page 5 of 5

## Factor 9. Work Environment

The work is performed in a typical office setting with adequate heating, lighting, and ventilation. The specialist may occasionally visit manufacturing facilities, field locations and test sites where the environment is not controlled. These visits are not frequent.

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"The employee must meet DoD 5000.52-M requirements applicable to the  $\rm \acute{t}$  duties of the position."